

PRIVACY POLICY

Witham Villa understands that the information you trust us with is important to you, and we are committed to protecting and respecting your privacy.

This policy explains how, when and why we collect your personal information during the course of providing services to you, under what situations we may disclose your personal information to others and how we keep it secure.

Summary

- We only collect personal information about you where it is completely necessary or you have consented, and we ensure we only collect information that we need
- We will not send you marketing material unless you have given us permission to do so
- We will not sell your personal information to third parties
- We use third party suppliers to help us provide an excellent service to you. Where we share personal information with those suppliers, we have the appropriate contracts or controls in place, which will assess the security of their processing arrangements
- We will protect your personal information with an appropriate combination of technical and organisational measures
- We retain your data for as long as is necessary
- If you have a complaint please follow our complaints procedure
- If you have any questions about how we process your information please contact us (See contact details at the end of this policy)

What information do we collect about you?

We need information about you to enable us to offer you the right session for your circumstances to ensure you have the best possible experience here, whether it be riding or other activity.

This can include personal information we collect from other sources.

Why we use the information about you

We collect your personal information for a number of reasons: to choose an appropriate horse for you to ride, to choose an appropriate level of lesson, to allocate a suitable instructor, to obtain emergency contact details, to be informed of any health issues that may affect you and we may need to assist with, improve the products and services we offer, and inform you of other products that may interest you.

Performance of a contract

The use of your information is necessary to perform the contract that you have with us

Legitimate interests

We may use your information for our legitimate interests, such as to provide you with the most suitable lesson, website experience, emails or newsletters or to improve and promote our products and services along with administrative and legal purposes.

Consent

We may rely on your consent to use your personal information for direct marketing purposes. You may withdraw your consent at any time, please contact us using the details provided at the end of this policy.

Marketing

We would like to send you information about our products, services and activities which may be of interest to you. We will collect your information for marketing purposes, if you agree, when you book a lesson with us, register to take part in activities with us, enter competitions here.

Information security

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonable possible, the confidentiality, integrity and availability of your information at all times. If you have a security-related concern, please contact us using the contact details at the end of this policy.

Access to your information and correction

You have the right to request a copy of the information we hold about you. You also have a right to contact us if you believe your personal information is incorrect or if you believe we are no longer entitled to use your personal data. If you have any questions about how we use your personal information please contact us using the details provided at the end of this policy.

Retaining your data

Witham Villa and the information we collect about you are subject to various regulatory and legislative requirements. In addition we will endeavour not to keep your personal information for longer than we have to for us to fulfil our obligations to you. Where it is not possible for us to delete your data, we will ensure the appropriate security and organisational measures are put in place to protect the use of your data.

Complaints

We work hard to ensure that your personal information is treated safely and securely. However, if you have a complaint, write to us using the contact details at the end of this policy. You also have the right to complain to the Information Commissioner's Office.

Changes to our Privacy Policy

We review our Privacy Policy regularly and will place any updates on our website.

Who to contact in relation to processing of personal information at Witham Villa Riding Centre

If you would like to discuss anything in relation to our Privacy Policy or how we handle your personal information, you can contact the Data Protection Officer by writing to:

Data Protection Officer

Witham Villa Riding Centre

Cosby Road

Broughton Astley

Leicestershire

LE9 6PA